

INSTRUCTIONS FOR REQUESTING AN ADMINISTRATIVE REVIEW

IMPORTANT: The Department of Child Support Services (DCSS) Administrative Review Process is available to individuals who do not have an open child support case with a local child support agency. This process is only for State Disbursement Unit collection and/or disbursement issues that individuals believe have not been addressed through contact with a State Disbursement Unit Call Center representative.

All requests for Administrative Review must be submitted in writing, signed and dated, and mailed to:

Department of Child Support Services
Public Inquiry and Response Team
P.O. Box 419064, Mail Station 12a
Rancho Cordova, CA 95741-9064
Attention: Administrative Review Process

Written requests should contain the following information:

- **PERSONAL INFORMATION**

- Your Name: (Last, First, Middle Initial)*
- Your Address (Street, City, State, Zip Code)*
- Your Social Security Number or Your Participant identification Number*
- Your Telephone Number (daytime)
- Your Email Address

- **DETAILED DESCRIPTION OF ISSUE***

- A detailed description of the issue that you believe was not addressed through your contact with the State Disbursement Unit Call Center.

- **SIGNATURE AND DATE***

- Your signature and the date you mail your request.

CONFIDENTIALITY: All information is treated as confidential and protected as required by State and Federal law.

The DCSS will respond in writing, by mail, to your request within 15 working days from the date of receipt. If more information or time is needed to address your concerns, the DCSS will contact you. DCSS may extend the time to a maximum of 15 additional working days.

IMPORTANT: To assist in responding to your issue it is important that you request the Administrative Review as soon as possible.

IMPORTANT: The Administrative Review Process addresses ONLY State Disbursement Unit collection and/or disbursement issues for individuals who do NOT have a case open with a local child support agency. For example, the Administrative Review Process does NOT address any issues related to court orders or enforcement actions.

For further information, please refer to the DCSS website at www.childsup.ca.gov.

DID YOU KNOW? Local child support agencies provide, free of charge, a full range of child support services. These services include establishing, modifying, and enforcing child support orders. To contact your local child support agency to obtain an application, visit the DCSS website at www.childsup.ca.gov and look under the [Contact Local Office](#) link.

*Required information